



*"People
helping people
help
themselves"*

Mitchell E. Daniels, Jr., Governor
State of Indiana

Indiana Family and Social Services Administration

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E. Mitchell Roob Jr., Secretary

January 20, 2006

Dear Employee:

As we begin the New Year, I want to share with you the most recent information about the project to improve eligibility service to our clients. Our discussion about this project has generated both accurate and inaccurate comments concerning the impact of this initiative. This letter and the attached "questions and answers" are part of our continuing communications with you as we proceed toward implementation.

We have established a timeline for implementation of a new system beginning on July 1, 2006. To meet this starting date, the first request for information was issued on October 28, 2005. This first step in the process was to identify private companies that have the experience and technological competence to improve the eligibility process. The second step is the actual Request for Services, which will be issued on January 30. After a comprehensive review, we will select the proposal that best meets our goal of improving the overall eligibility process.

I understand that the prospect of a change may be unsettling because it is a change that may impact your job in a very direct way. First, I want to re-emphasize my commitment that all current FSSA employees will be treated fairly. In fact, many of you may have exciting new opportunities for personal career development, whether with the new contractor or in a continuing role with a dramatically improved FSSA system. Others of you may take new assignments within State government.

As we proceed through the process, I ask for your cooperation and understanding. In the midst of all the debate and discussion, I ask you to remember two key points: First, this initiative is not about bad employees, rather it is about **good employees** operating in a **bad system**. Second, our ultimate goal is to improve service to our most vulnerable Hoosiers.

I am grateful for your dedication and look forward to your support in making our eligibility process one of the very best in the nation.

Sincerely yours,

E. Mitchell Roob, Jr.
Secretary

